



# FIRST REGENTS BANC SERVICES REALIZES NEW LEVEL OF EFFICIENCY WITH MORPHIS NEAR REAL TIME FEED

*Morphis NRTF Saves First Regents' Time and Money*

With almost 600 ATMs located in 14 states, First Regents Banc Services & Equipment needed a way to proactively manage their ATMs and at the same time eliminate the 1,000s of man-hours spent each year just gathering and organizing the data essential to their operations.

As part of their daily ATM operations and monitoring duties, the First Regents team must confirm each ATM cash load, ensuring the previous cash load is reconciled and balanced as well as keep a sharp eye out for any terminals that may be running low on cash or showing signs of needing service.

However, this daily effort was time consuming. It took hours of research – including checking multiple processor reporting tools, updating a myriad of spreadsheets and relentlessly contacting armored carriers to confirm critical cash loads were made on time.



*“We knew there had to be a more efficient way to make our daily operations and monitoring easier,” says Mike Powell, First Regent’s president. “We set out to find the right partner to accomplish our goals and after much research turned to Morphis.”*

## THE SOLUTION

The Morphis® Near Real Time Feed (NRTF<sup>SM</sup> Dashboard<sup>SM</sup>), was designed to provide a single screen dashboard view of streaming terminal activity – providing ATM operators with instant access to up-to-the-minute information required to keep ATMs running smoothly. Available exclusively from MorphisONLINE.

net, the NRTF Dashboard enables proactive responses to missed vendor SLAs. Additionally, NRTF initiates the automated opening of service tickets to dispatch technicians at the first sign of trouble – not tomorrow when you finally get yesterday’s “zero transaction” report.

NRTF Dashboard provides the timely look and workflow automation for which First Regents was searching. Precise terminal balances facilitate timely run out (or not) projections. Automated carrier load confirmations keep the terminals in balance. And, when they are not, it opens Cash Over & Short cases which identify potential “Reg E” claims and carrier shortages. The cloud-based NRTF Dashboard gives

TerminalID	Service Type	Address	DateDue	DateReceived	Problem Type	Order Number
HY006360	Ta 1st Line Maintenance		3/14/2017 1:28:00 PM	3/14/2017 1:28:00 PM	4/ Remove Cash	1575
HY006366	Ta 1st Line Maintenance		3/14/2017 1:31:00 PM	3/14/2017 1:31:00 PM	4/ Inspect/Replace Parts	1575
HY013581	Ta 2nd Line Maintenance		4/5/2017 6:46:00 AM	4/5/2017 6:46:00 AM	4/ Test Communication	1591
HY014201	Ta 2nd Line Maintenance		4/5/2017 7:19:00 AM	4/5/2017 7:19:00 AM		

  

TerminalID	AvgHW	CurBal	ExHLast	HNxtLd	NexLdDate	OrdAmnt	What To Do
HY012368	\$20.28	\$60.00	3				Contact the carrier.
CI024928	\$7.50	\$60.00	8				Contact the carrier.
HY015655	\$3.89	\$60.00	15	148	4/13/2017	\$160,000.00	Contact the carrier.
HY012833	\$700.00	\$22,710.00	32				
CI011106	\$133.06	\$4,880.00	37				
CI016814	\$224.17	\$8,620.00	38	76	4/10/2017	\$36,000.00	
HY007632	\$68.89	\$3,080.00	45				

  

TerminalID	SchLoadDate	OrdAmnt	RunType	LoadType	CarrierLoad	LoadTime	Residual	Dispensed
HY007709	4/7/2017	\$72,000.00	Scheduled	Swap-Bag	\$72,000.00	4/7/2017 7:03:00 AM	\$12,600.00	\$59,400.00
HY013069	3/23/2017	\$56,000.00	Scheduled	Swap-Bag				
CI011166	3/24/2017	\$92,000.00	Scheduled	Swap-Bag				
CI018561	3/27/2017	\$56,000.00	Scheduled	Swap-Bag				
HY007918	3/27/2017	\$16,000.00	Scheduled	Swap-Bag				
CI013682	3/29/2017	\$0.00	Scheduled	Not Applicable				

## FIRST REGENTS BANC SERVICES REALIZES NEW LEVEL OF EFFICIENCY WITH MORPHIS NEAR REAL TIME FEED (cont'd)



### THE SOLUTION

ATM operators access to critical ATM operations wherever they are — on a desktop computer or a mobile device.

The daily process of identifying low cash terminals and balancing terminals has decreased significantly, according to Chris Powell, First Regent's vault cash manager.

"On average, I now only manage a few low cash and/or out-of-balance exceptions per week instead of manually inspecting and balancing hundreds and hundreds of terminals per week."

### THE RESULT

"Morphis' Near Real Time Feed paid for itself the very first month," said Mike. "We were able to eliminate a very time consuming daily spreadsheet, but even bigger than that NRTF now automatically confirms all terminal loads – around 3,000 to 3,500 manual records per year at 10 to 15 minutes each. That's huge for us."

The entire NRTF dashboard is kept on display at the First Regents Banc Services operations center – allowing the entire team to view the information in near real time with constant updates.

"Our team can now make relevant and timely decisions, as well as answer customer questions about our ATMs with the confidence of knowing the information is up to the minute," says Mike.



*"Now, balancing 500+ ATMs is easy, notes Chris. "With Morphis NRTF, I save hours of research each week. I receive live carrier load acknowledgements plus Morphis® automatically balances my terminals as soon as we receive a confirmation the machine is loaded with cash. I love it."*

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### ABOUT MORPHIS

Morphis® is the world leader in global currency supply chain management software. The Morphis software suite includes modules for CRM, cash forecasting, logistics optimization, asset management, contract management, vendor management, service ticketing management and financial reporting. Morphis offers both on-site licensing and software-as-a-service licensing alternatives for its large-scale enterprise systems. For smaller organizations discrete applications can be delivered via the web. To learn more, visit [www.morphisinc.com](http://www.morphisinc.com). Follow Morphis via social media on Facebook, Twitter and LinkedIn. *Morphis Knows Money™*

### ABOUT FIRST REGENTS BANC SERVICES & EQUIPMENT, LLC

With almost 600 ATMs located throughout 14 states, First Regents is well-known ATM deployer and managed services company based in Franklin, Tenn. Well positioned to provide excellent products and services with enhanced revenue and cost saving opportunities for its customers, First Regents' mission is "to build" a highly successful business based on long term relationships with customers, employees and vendors –built on a foundation of integrity, based on honesty, trust and respect. Visit [www.firstregents.com](http://www.firstregents.com) to learn more.